

SW-01303A-080227
W-01303A-08-0227

ORIGINAL



0000089410

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72144

Date: 10/15/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Manuel**

Negrete

Account Name: Manuel Negrete

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

REFERRED FROM COMMISSIONER MAYES OFFICE - OPINION OPPOSED (AAWC - MOHAVE WASTEWATER DISTRICT):

RE: Docket No. SW-01303A-08-0227
Docket No. W-01303A-08-0227

Arizona Corporation Commission
DOCKETED

OCT 20 2008

From: Manuel Negrete [mailto:manuel@npgcable.com]
Sent: Friday, October 10, 2008 1:11 PM
To: Mayes-WebEmail
Subject: Water price increase

DOCKETED BY: [Signature]

To whom it may concern:

I am writing to let you know that I disagree with the proposed increase in monthly fees. If everyone continues to raise their prices it is going to hurt the economy and the community. This is not the right time for this increase.

Thank you,

Manuel Negrete
Bullhead City, AZ 86442
[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2008 OCT 20 P 4: 06

RECEIVED

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Email to Customer:

October 15, 2008

RE: Arizona American Water Company ("AAWC")

Docket No. SW-01303A-08-0227

Docket No. W-01303A-08-0227

Dear Manuel Negrete,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to Commissioner Mayes of the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at [REDACTED]

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/15/2008

Opinion No. 2008 - 72144

SW.01303A-08.0227
W.01303A-08.0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72049

Date: 10/9/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Richard

Norton

Account Name:

Richard Norton

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Bullhead City

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

****OPINION OPPOSED - MOHAVE WASTEWATER SYSTEM****

RE: Docket No. SW-01303A-08-0227
W-01303A-08-0227

Customer called to voice his displeasure with this 100% rate increase that is being passed on to all customers. Customer wants his opinion to be noticed and read by those who will be making the decision whether or not to allow Arizona American to double the rate to its customers.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I told customer that I would enter his comments into our database for the record. I also told customer that I would docket his opinion so that the Commissioners will have an opportunity to read his comments before rendering a decision in this proposed rate case. CLOSED.

10-9 E-mailed to Guadalupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards Arizona American Water rate case, docket nos. W-01303A-08-0227 & SW-01303A-08-0227. File closed.

End of Comments

Date Completed: 10/9/2008

Opinion No. 2008 - 72049

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ([REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72101

Date: 10/14/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Norton Phelps Jr.

Account Name: Norton Phelps Jr.

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Ft. Mohave

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC - Mohave Wastewater District):

RE: Docket No.'s SW-01303A-08-0227
W-01303A-08-0227

Arizona Corporation Commission,

I am emailing to register my dismay, regarding Arizona American Water Company's request to raise their monthly rate by 80%. AAWC already had a 25% increase in the prior year. AAWC should not be allowed to burden their customers with an undo (oppressive) rate increase, because the company can not control its expenses or has not projected demand for its services correctly.

Sincerely,
Norton Phelps Jr.

[REDACTED]
Fort Mohave, AZ 86426

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

October 14, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docket No. W-01303A-08-0227

Dear Norton Phelps,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at [REDACTED]

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/14/2008

Opinion No. 2008 - 72101

SW.01303A-08-0227
W.01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 72142

Date: 10/15/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Larry **Last:** Miller

Account Name: Larry Miller

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR: [REDACTED]

State: AZ **Zip:** [REDACTED]

is: Cellular

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC - Mohave Wastewater District):

RE: Docket No. SW-01303A-08-0227
W-01303A-08-0227

From: desertriding [mailto:[REDACTED]]
Sent: Thursday, October 09, 2008 3:30 PM
To: Guadalupe Ortiz
Subject: ref: W01303a080227

Provider is Arizona American Water Above # W01303a080227

This rate increase is outrageous! The company does not deserve to recoup their capitol as they did not investigate or maintain due diligence in their analysis. They should float a bond issue & their debt would be paid off in full in 10 years. We can not sell our houses as it is.....it will only make sales efforts impossible....the commission needs to vote against this rate increase & offer some hope & help to our already stressed out efforts to exist & pay bills!

Larry Miller
[REDACTED]
*End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Email to Customer:

October 15, 2008

RE: Arizona American Water Company ("AAWC")

Docket No. SW-01303A-08-0227

Docket No. W-01303A-08-0227

Dear Larry Miller,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at [REDACTED]

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/15/2008

Opinion No. 2008 - 72142

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72099

Date: 10/14/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Janet Last: Lorenz

Account Name: Janet Lorenz

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Ft. Mohave

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company. Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC Mohave Wastewater District):

RE: Docket No.'s SW-01303A-08-0227
W-01303A-08-0227

From: [REDACTED]
To: [REDACTED]
Subject: rate increase for Los Lagos, Ft Mohave, AZ
Date: Tue, 7 Oct 2008 20:42:53 -0600

I have never lived in any place that charges for sewer separate from the Water bill. We are retired and live on a fixed income as do most of the people in this community. We will be priced right out of a home if this continues.

What about those of us that live here part time? Why do we get charged all at the same rate whether there are two people or ten people living in a home?

\$40 a month is outrageous and \$80 a month is unspeakable.

I am all for a rate reduction.

Janet Lorenz
[REDACTED]
Ft Mohave, AZ 86426
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

n/a

End of Response

Investigator's Comments and Disposition:

Email to Customer:

October 14, 2008

RE: Arizona American Water Company ("AAWC")

Docket No. SW-01303A-08-0227

Docket No. W-01303A-08-0227

Dear Janet Lorenz,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/14/2008

Opinion No. 2008 - 72099

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72092

Date: 10/14/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Anna Last: Alvarez

Account Name: Anna Alvarez

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC - Mohave Wastewater District):

RE: Docket Number: W-01303A-08-0227
SW-01303A-08-0227

My name is Anna Alvarez

[REDACTED]
Fort Mohave, AZ 86426928-7685683.

The utility is Arizona American Water.

The rate went up last year from \$31 to 49.65 and now they want to impose a fee of \$89.10 per month for the Mohave wastewater district.

This is very high for sewer fees.

With property taxes up so high and the economy in the shape it is in - it is hard to understand this huge increase for sewer fee.

I do not have a docket number.

Thank you for your response.

Anna Alvarez
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

Email to Customer:

October 14, 2008

RE: Arizona American Water Company ("AAWC")

Docket No. SW-01303A-08-0227

Docket No. W-01303A-08-0227

Dear Anna Alvarez,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division


CLOSED

End of Comments

Date Completed: 10/14/2008

Opinion No. 2008 - 72092

SW:01303A.08-0227
W.01303A.08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ([REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72122

Date: 10/14/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: **Norman & Lois** Last: **Collins**

Account Name: Norman & Lois Collins

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company. **Arizona - American Sewer Company**

Division: sewer

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

Email Received - Opinion Opposed (AAWC Mohave Wastewater District):

RE: Docket No.SW-01303A-08-0227
W-01303A-08-0227

We wish to file our complaint against the proposed increase in sewer rates by Arizona American Water. They may have had to increase capacity of the wastewater facility but it done for future use and expansion in our area. Our question pertains to the need to double capacity now and fund it over 40 years from those of us living here now. We should not have to bear the total cost of this expansion. Yes, you will be told that all new connections will also bear a portion of these costs but as growth has stopped in this area, we will bear a disproportion share of the cost. Expansion should have been done on a smaller basis now and the second part in the future as need shows up. The alternate would be to have the company carry the cost of the project and only charge the 1200 current customers their proportionate share of the total cost.

Norman & Lois Collins
[REDACTED]
Fort Mohave, AZ 86426
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Email to Customer:

October 14, 2008

RE: Arizona American Water Company ("AAWC")

Docket No. SW-01303A-08-0227

Docket No. W-01303A-08-0227

Dear Norman & Lois Collins,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/14/2008

Opinion No. 2008 - 72122

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 72124

Date: 10/14/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Maribel **Last:** Johnson

Account Name: Maribel Johnson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Ft Mohave

CBR:

State: AZ Zip [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC Mohave Wastewater District);

RE: Docket No. SW-01303A-08-0227
Docket No. W-01303A-08-0227

From: Maribel Johnson [REDACTED]
Sent: Wednesday, October 08, 2008 4:10 PM
To: Guadalupe Ortiz
Subject: Document W 01303A 08 0227

Reference Document W 01303A 08 0227
[REDACTED] email: [REDACTED]

Ms. Ortiz,

What else can go into the deep place. In Fort Mohave, first they hugely raised up our Electric until no one is able to use the air. Now we can't flush the toilets? Of course, we can flush the toilets, but, the raise is simply unacceptable. Why can this not be based on water usage rather than a flat rate. That way the raise would be equably distributed.....just an idea, but it would help the older people and etc.

Has no one not been watching the news? All the banks folding....where will people be able to get the money to pay for all these excesses.

I will not be able to attend the meeting in Fort Mohave tomorrow. I am crippled and etc. But sure hope someone is looking out for all us "little people".

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Maribel Johnson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Email to Customer:

October 14, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. SW-01303A-08-0227
Docket No. W-01303A-08-0227

Dear Maribel Johnson,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 10/14/2008

Opinion No. 2008 - 72124

SW.01303A.08.0227
W.01303A.08.0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72128

Date: 10/14/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

David A.

Rich

Account Name:

David A. Rich

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR:

State:

AZ

Zip: 86426

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

REFERRED FROM COMMISSIONER MAYES OFFICE (OPINION OPPOSED - AAWC MOHAVE WASTEWATER DISTRICT):

RE: Docket No. SW-01303A-08-0227

Docket No. W-01303A-08-0227

From: David Rich [mailto:[REDACTED]]

Sent: Friday, October 10, 2008 11:09 AM

To: Mayes-WebEmail

Subject: Fee Increase

To Whom It May Concern:

I'm writing in reference to the proposed increase by the Arizona American Corporation that has been submitted to you for an increase in monthly fees. This would cover Fort Mohave and Mohave Valley that I know of. This is a 55% increase which is ridiculous and most unfair to the average citizen. I can not help that they have under estimated in there costs. I also find it most interesting that their was this grand effort in this area to have everyone on sewer connect and do away with septic systems. Is there, was there, a plan to do this and then have the fees go sky rocket? You have the control; give the citizen a break for once. We are hammered every day with rising costs but once again this is an outrageous increase.

Sincerely

David A. Rich

[REDACTED]
Fort Mohave, AZ 86426
[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Email to Customer:

October 14, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. SW-01303A-08-0227
Docket No. W-01303A-08-0227

Dear David A. Rich,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to Commissioner Mayes of the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/14/2008

Opinion No. 2008 - 72128

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72042

Date: 10/9/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Rebecca **Last:** Loomis

Account Name: Rebecca Loomis

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

****OPINION OPPOSED - MOHAVE WASTEWATER SYSTEM****

RE: Docket No. SW-01303A-08-0227
W-01303A-08-0227

Customer does not believe AAWC has a valid need for an increase in its wastewater rates.

Customer is strongly opposed to AAWC request and feels the company should take into consideration the current economic status and the impact it is placing on Arizona residents.

Customer requests that AAWC's request be denied as she feel's this request is Ridiculous!

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

I thanked the customer for taking the time to express her comments and concerns on the proposed rate increase. I advised the customer, that an opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission on her behalf to be made part of the record and that the Commission will take her comments and concerns into consideration before rendering a decision in this matter.

I further advised the customer that concerns raised by customers assist the Commission within the investigation and review of the rate application and that Commission Staff is very sensitive to the burden that high utility rates can place on a customers, and therefore does everything within its authority to protect the consumer.

CLOSED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 10/9/2008

Opinion No. 2008 - 72042

SW-01303A-08.0227
W-01303A-08.0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72102

Date: 10/14/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Alan

Callner

Account Name:

Alan Callner

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Ft. Mohave

CBR:

State:

AZ

Zip:

[REDACTED]

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC - Mohave Wastewater):

RE: Docket No. SW-01303A-08-0227

W-01303A-08-0227

To the Arizona Corporation Commission:

This rate increase of 80% will drive people from our community and cause buyers not to purchase homes.

Currently \$600 a year sewer fees are high enough. Raising them to over \$1000 per year is ridiculous.

There are new subdivisions in the area and these subdivisions were supposed to fund for sewer as part of their development.

So if they need to increase the size of the sewer capacity, this should have been paid by them.

There already is a slow down in building so the need to increase the capacity won't be needed for awhile.

If it is a necessity, then the increase costs should be implemented slowly over 5-10 years, in increments as not to adversely impact

the property owners in such a negative way.

Please consider vastly reducing this increase to no more than 10%.

Thank you.

Alan Callner
Fort Mohave, AZ

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Email to Customer:

October 14, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. SW-01303A-08-0227
Docket No. W-01303A-08-0227

Dear Alan Callner,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/14/2008

Opinion No. 2008 - 72102

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72098

Date: 10/14/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Ben

Haney

Account Name:

Ben Haney

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

[REDACTED]

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC - Mohave Wastewater District):

RE: Docket No. SW-01303A-08-0227

W-01303A-08-0227

With today's economy, I think a rate increase at this time is a terrible thing to do. We are senior citizens and everything: food-gas-electricity-medicine has gone up in price. Everything costs more yet our pensions are stuck in the mud. Money is tight.

Now precious water is going up... and not by a nominal rate but by an enormous jump! Please reconsider and hold off on the rate increase for a couple of years.

Sincerely, Ben Haney

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Email to Customer:

October 14, 2008

RE: Arizona American Water Company ("AAWC")

Docket No. SW-01303A-08-0227

Docket No. W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Dear Ben Haney,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division


CLOSED

End of Comments

Date Completed: 10/14/2008

Opinion No. 2008 - 72098

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72117

Date: 10/14/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Pam & Jim

Smith

Account Name:

Pam & Jim Smith

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

Email Received - Opinion Opposed (AAWC Mohave Wastewater District):

RE: Docket No. SW-01303A-08-0227

W-01303A-08-0227

We have been customers of AZAWC for the past 15 years and have seen the rate increase from \$29.75 to the present of \$49.76 and now they propose an increase of \$40.00 more each month. None of our other utilities have had this drastic of an increase during the same period.

Future customers should be assessed a hook-up fee that would pay for the expansion of the facilities. Present customers paid for the original facilities and should not be responsible for future needs.

A modest increase every few years is acceptable due to inflation, but this increase is way out of line.

Also the notification of the public informational meeting called by AZAWC was not in a timely manner. The notification was received on Monday, Oct. 6, 2008 for a meeting on Thursday, Oct. 9, 2008.

Pam & Jim Smith

[REDACTED]
Fort Mohave, AZ 86426

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Email to Customer:

October 14, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. SW-01303A-08-0227
Docket No. W-01303A-08-0227

Dear Pam & Jim Smith,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/14/2008

Opinion No. 2008 - 72117

SW.01303A.08.0227
W.01303A.08.0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 72123

Date: 10/14/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Richard J. & Emma **Last:** Feuerherm

Account Name: Richard J. & Emma Feuerherm

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Ft Mohave

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC Mohave Wastewater District):

RE: Docket No.SW-01303A-08-0227
W-01303A-08-0227

Attn: Guadeloupe Ortiz: We are residents of Los Lagos, Fort Mohave. We are protesting the outrageous increase proposed by Arizona American Water. My first thought is this organization should delete the word "American" from the company name. It certainly is not American to force people to pay outrageous water rate increases.

Let us assume the population of Bullhead City, Fort Mohave (just these two locations) is approximately 55,000 people.

Let us then assume there may be four people on an average in each family. If we take 25% of 55,000 that equals approximately 13,750 families. Assume again that each one of these families will be forced to pay \$89.10 per month, multiplied by 12 months equals \$1,069.20 per year for each family. Assume again, this \$1,069.20 is multiplied by 13,750 families, the Arizona (American?) Water Company will receive a gross payment of " \$14,701,500. ". That is fourteen million, seven hundred one thousand, five hundred dollars.

The letter from Arizona (American?) Water states they have invested \$4.5 million dollars to upgrade the water treatment plant from 250,000 gallons to a 500,000 gallon facility. Using the figure of \$14,701,500 that Arizona (American?) Water is seeking, approximately that is, then deduct the \$4.5 million from \$14,701,500, this would leave \$10,201,496 to pay for electricity costs, labor and labor -related expenses.....and this goes on year after year after year, or until the next outrageous increase is forced on the community.

I further think that with water rates being outrageously priced, this will drive potential home buyers "AWAY FROM" the areas of Bullhead City, Fort Mohave, and/or wherever Arizona (American?) Water provide services.

We sternly object to this outrageous increase.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Richard J. Feuerherm, Emma Feuerherm
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Email to Customer:

October 14, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. SW-01303A-08-0227
Docket No. W-01303A-08-0227

Dear Richard J. & Emma Feuerherm,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 10/14/2008

Opinion No. 2008 - 72123

SW:01303A.08.0227
W:01303A.08.0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72114

Date: 10/14/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Susan

Sandlin

Account Name:

Susan Sandlin

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR:

State:

AZ

Zip: 86426

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC - Mohave Wastewater District):

RE: Docket No. SW-01303A-08-0227

W-01303A-08-0227

Attention:Guadalupe Ortiz/Public Utilities Analyst/Arizona Corporation Commission/Utilities Division

Dear Ms Ortiz,

I am yet another resident of the Los Lagos, Fort Mohave community that is outraged at the rate increase you intend on taking next year. This is absolutely ridiculous that our rate is doubling for this service. If indeed this increase is absolutely necessary, than there must be some way that increases can either be "grandfathered in" over time, and or spread out to a larger base of the city. Can you imagine if every utility company acted in such a manner to just inadvertently double everyone's rates? It is unheard of!!!

With the economy being the way it is, I also can't imagine this coming at a worse time, and I sincerely hope that your commission will review the hasty increase that has been approved and re-evaluate the situation for all the affected citizens in our area-

In disgust

Susan Sandlin

Fort Mohave, AZ

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

N/A

End of Response

Investigator's Comments and Disposition:

Email to Customer:

October 14, 2008

RE: Arizona American Water Company ("AAWC")

Docket No. SW-01303A-08-0227

Docket No. W-01303A-08-0227

Dear Susan Sandlin,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/14/2008

Opinion No. 2008 - 72114

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ([REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72110

Date: 10/14/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: John & Gay

Jones

Account Name: John & Gay Jones

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Ft. Mohave

CBR:

State: AZ Zip [REDACTED]

is:

Utility Company. Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC Mohave Wastewater District):

RE: Docket No. SW-01303A-08-0227
W-01303A-08-0227

To: Arizona American Water & Other Involved Parties
From: John & Gay Jones

We are shocked and outraged that you would consider such an outland-age increase in our sewage rates. We are seniors that decided to retire here because it was a quiet, senior friendly, community. When we were in the work place we lived in and out of Country, which included eight states and twenty two cities and towns. We have never paid as much for sewage and to now double the cost is inhuman.

If you are trying to chase people out of this area, you are doing a good job.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

Email to Customer:

October 14, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. SW-01303A-08-0227
Docket No. W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear John & Gay Jones,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/14/2008

Opinion No. 2008 - 72110

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72226

Date: 10/20/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **David W.**

Hellings

Account Name: David W. Hellings #23 0208932 7

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** MOHAVE WASTEWATER DISTRICT *****

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

Customer sent the following correspondence -

AAW is asking the ACC to increase our wastewater service to \$89.10 by July of 2009 this will be an increase of 124% since June of 2007. May 2007 my bill was \$39.84 now it's \$49.75. AWW doubled the size of waste plant and want the customer base of 1246 residents to pay for it. The realty market has been failing and at a stand still for the past two years in our area, Most people here are on fixed incomes, some have lost their homes, others have lost their jobs, home values have fallen. I as many other retirees have watched our investments fall apart. The economy and the realty market is not going to change back to good times by the summer of 2009. The AWW should seek other ways to recoup their investment such as selling private bonds. Can the rate meeting be in Fort Mohave?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following -

Dear Mr. Hellings:

Your correspondence regarding the Arizona American Water Company rate case has been placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 10/20/2008

Opinion No. 2008 - 72226

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72228

Date: 10/20/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Joan**

Sprouse

Account Name: Joan Sprouse

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** MOHAVE WASTEWATER DISTRICT *****

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

Customer sent the following correspondence -

The rates for this utility have done nothing but go up since we moved to Arizona. We just had a 25% increase in May of 2007. The current increase that they are requesting is another 80%! Outrageous. They say they need 7.5 million dollars for expanding. Their expanding should be spread out over a long period of time, not all at once on the customers' back. Most of our neighbors are on a fixed income. Their retirements did not increase 80% to accommodate this ridiculous amount. We are all being billed a flat rate per month. That means a family of 2 is being billed the same as a household that has 6. Then, they want to up our rates for waste water and charge more to the people that are paying for recycled water, like the golf courses. Our yards are on the drip system, with few if any plants to be watered sparingly. I would like to have someone step in for the citizens who are looking to suffer this horrible increase in bills. I would like someone to examine the salaries and other expenditures of the Arizona American Water Company.

We don't want this to be another bailout for the well-off and too far spent, such as is going on in the country with bank loans. We have to get a handle on this or next year there is going to be another request for an 80% increase. Greed cannot mandate the rates of public utilities.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following correspondence -

Dear Ms. Sprouse:

Your correspondence regarding the Arizona American Water Company rate case has been placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 10/20/2008

Opinion No. 2008 - 72228

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72230

Date: 10/20/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Judith C. **Last:** Worsham

Account Name: Judith C. Worsham

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** MOHAVE WASTEWATER DISTRICT *****

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

Customer sent the following correspondence -

To Whom It May Concern:

I am writing to contest the recent request from American Water. This increase is absurd! This would raise my cost of waste water from \$597.12 per year to \$1,049.72 or as they put down 89.10 per mo. x 12 mo - \$1,069.20 - fudge! In a total of 5 yrs as a widow, I haven't seen an increase of 40.00 a month on my S.S. or pension put together! I only carry liability on my car to cover other increases.

The cost of living is 66% higher now than 2 yrs ago.

Thank you for your patients. Please help us here in Ft Mohave & else where.

Just another victom being forced out.

Judith C. Worsham- Owner

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following -

Dear Ms. Worsham:

Your correspondence regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 10/20/2008

Opinion No. 2008 - 72230

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72232

Date: 10/20/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Don and Sharon **Biddle**

Account Name: Don and Sharon Biddle

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** MOHAVE WASTEWATER DISTRICT *****

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

Customer sent the following correspondence -

I believe that Arizona American waters rate hike is totally and completely with out merit. They provide horrible service and are totally unresponsive to there customers.

In these unsure economic times this type of increase will add to people losing there homes and not paying there bills.

The majorities of people in this area are retirees and can not afford these types of rate hikes. I suggest Arizona Un-American water tightens there belts like the rest of us.

Sincerely

Very unhappy constituent

Don and Sharon Biddle

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Dear Mr. and Mrs. Biddle:

Your correspondence regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 10/20/2008

Opinion No. 2008 - 72232

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72143

Date: 10/15/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Bonnie M.**

Nickles

Account Name: Bonnie M. Nickles

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Fort Mohave

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: Cellular

Utility Company. **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

REFERRED FROM CHAIRMAN GLEASON AND COMMISSONER MAYES OFFICE - OPINION OPPOSED
(AAWC - MOHAVE WASTEWATER DISTRICT):

RE: Docket No. SW-01303A-08-0227
W-01303A-08-0227

From: Bonnie Nickles [mailto:[REDACTED]]
Sent: Friday, October 10, 2008 10:41 AM
To: Mayes-WebEmail
Subject: Docket Number SW-01303A-08-0227

This email is probably going to be one of hundreds you will be receiving in the near future from citizens affected by the Mohave Wastewater District Rate Proposal. I personally am a resident of the affected area as well as the assistant to Mr. Tom Sockwell, Mohave County district 2 County Supervisor and I am appalled by this proposed rate hike and any justification they may think they have for the fact that they clearly did not do their 'due diligence' when purchasing this company nor when choosing to spend money to make expansion upgrades.

They tried to make a presentation yesterday to a crowd of around 120 people. Out of the 1200+ residents affected there was a significant number who, having been given only two days notice of this meeting, managed to drop everything and be there. I would say that is an indication that we, the people of this area, are NOT going to sit still for this and have it shoved down our throats.

There is no justification for this hike except greed. Plain, simple, underhanded, ignorant GREED.

Our rates have risen from \$39+ a month to \$49+ a month in the last two years and for the most part we took that laying down! But this extravagant increase within two years of the last increase is criminal.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

As I said - you will be receiving many many emails, letters, phone calls and even visits concerning this issue and we hope you and your fellow board members pay attention to the people and let Arizona Water know that they have to limit this particular district to serve those who originally paid for it - developers of Los Lagos, Desert Lakes and Fairway Estates. It was never intended to be expanded to accomodate other developments and we, the residents of these three developments, should not have to bear the burden of paying for those who don't even live here yet!

If they must expand to meet the needs of their greed then let the developers of the new developments and the builders of future homes in our developments pay for their sewer hookups. Raise the price of hooking up since I am sure this can be justified. My home was built in 1991 so the price at that time was certainly much lower than it should be today - make the new people pay for their own sewer - don't expect the 1200+ to pay the \$4.740 million they claim they expended! That is just plain gangster logic!

Thank you for your time and consideration,
Bonnie M. Nickles

[REDACTED]
Fort Mohave, AZ 86426

[REDACTED] (work)
[REDACTED] (cell)
[REDACTED] (home)

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

Email to Customer:

October 15, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. SW-01303A-08-0227
Docket No. W-01303A-08-0227

Dear Bonnie M. Nickles,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to Commissioner Mayes of the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at [REDACTED]

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/15/2008

Opinion No. 2008 - 72143
